

Operational Learning Team - Discussion Sheet

Something has just happened. What should our organization learn from this event or potential event?

Summary of the event (accident, incident, near miss):

SESSION 1: Problem discovery - talk about the work

Focus on “how” and “what” questions instead of “why” to emphasize understanding and learning. (Save solutions for Session 2).

Examples of good questions to ask:

**What near misses have we seen?
Is there fear of reporting?**

What conditions lead up to the event? What else could have happened?

What frustrates us on the job? How hard is it to get things done?

**What tools do we have and do they work well?
What do we do to make the job easier?**

What are the system strengths? Where is the system brittle?

What are the production pressures? What else should be known?

Notes:

Soak time!

Take time to digest what you learned for at least 15 minutes or up to a week.

SESSION 2: Review and problem solving

Review session 1:

What else did you think of since we last met?

What is working well?

Problem solving:

What else do we want to do differently?

What needs to be done to improve the job - make it safer?

When should we follow up to make sure things are getting done and working better?

Ways to improve the system:

Hazard elimination: Completely eliminate or remove the hazard.

Substitution: Substitute with something non-hazardous or less hazardous.

Engineering: Isolate, ventilate, contain the hazard through physical means.

Administrative: Establish procedures and training to avoid or reduce exposure to the hazards.

Personal protective equipment: Provide a barrier between the worker and the hazard.

System improvements we can make	Who is responsible?	Target date	Status

How can we tell the story? Who should we tell it to?